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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant : Yuji IGATA, Satoshi HASAKO, et al.  
Serial No. : Not assigned  
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For : **A P P L I A N C E I N F O R M A T I O N  
T R A N S M I T T I N G / R E C E I V I N G M E T H O D A N D  
A P P L I A N C E I N F O R M A T I O N  
T R A N S M I T T I N G / R E C E I V I N G S Y S T E M**  
Examiner : Not assigned  
Art Unit : Not assigned  
Docket No. : M2047-33

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Date : *March 15, 2002*  
By : *11190 Hildreth*  
Signature : *[Handwritten Signature]*

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Hon. Commissioner for Patents  
Washington, D.C. 20231

**INFORMATION DISCLOSURE STATEMENT**

SIR:

In accordance with 37 C.F.R. §1.56, applicants wish to call the attention of the Examiner to the information identified in the attached form PTO-1449. A copy of the prior art references are enclosed.

The concise explanation of relevance of the non-English language references is found in the partial translations (including abstracts) of each of the Japanese language references. See MPEP §609 A(3).

Concerning Publication No. 08-292986, Application No. 07-098699 for METHOD AND SYSTEM FOR ASSISTING CUSTOMER SUPPORT, Applicants respectfully note that they have provided a computer translation of the abstract and a substantial portion of the entire application, without translation of the drawings. Both the Japanese version, with drawings, and the translation are provided herein for review.

Applicants respectfully note that, in this reference, a user terminal sends internal state information to a customer support center but the customer support center doesn't send information corresponding to internal state information received to the user terminal.

Concerning Publication No. 2000-333218, Application No. 11-139406, for FAULT DIAGNOSTIC DEVICE, Applicants respectfully note that they have provided a computer translation of the abstract and a substantial portion of the entire application, without translation of the drawings. Both the Japanese version, with drawings, and the translation are provided herein for review.

Applicants respectfully note that, in this reference, information which is sent to a maintenance center is restricted to fault information of an image circuit and an access button is not disposed on the device.

Applicants respectfully request that the Examiner consider the enclosed prior art reference materials in the examination of this application.

No fees are deemed necessary for the submission of this Information Disclosure Statement, as it is being filed before a first office action in this

Application. However, if any fees are necessary in connection with the filing of this Information Disclosure Statement, please debit our Deposit Account No. 13-4550.

The citation of this information does not constitute a waiver or admission of priority or that any cited item is available as a reference, or a waiver of any right under applicable statutes, codes, rules, or otherwise.

Respectfully Submitted,



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